

Program A: Administration and Executive Support

Program Authorization: R.S. 36:471C

PROGRAM DESCRIPTION

The mission of the Executive and Administrative Support Program is to provide a comprehensive management support system to the offices of the Department of Social Services and other consumers of its services in an efficient and effective manner. This program now includes the Licensing and Rate Setting functions, pursuant to approval granted by the Joint Legislative Committee on the Budget in October of 1998.

The goals of the Executive and Administrative Support Program are:

1. To provide overall direction and administrative support to the Department of Social Services (DSS).
2. To conduct a licensing program for DSS that will give a measure of protection to the children and adults of this state who are in care on a regular or consistent basis in those facilities that are required to be licensed by DSS.
3. To establish fair per diem rates for 24-hour substitute care providers in programs such as residential treatment facilities, independent/transitional living programs, private foster care and therapeutic family care.

The major activities of the Office of the Secretary include appeals, audit, communication services, general counsel, licensing and child care registration, and rate setting. Major activities of the Office of Management and Finance include civil rights, fiscal services, human resources, information services and planning and budget.

Appeals is responsible for the system of administrative hearings required by federal laws, state statutes, and provider contracts within the Department of Social Services. Under this system of adjudicatory hearings, clients and providers aggrieved by agency decisions are granted hearings that meet due process standards. Decisions rendered as a result of the hearing are the final administrative remedy within the Department, but are subject to judicial review. Also provided is a system of public hearings, conducted under the provision of the Administrative Procedures Act of the State of Louisiana, which allows for rule making and policy formulation for various programs within the Department.

Audit is responsible for reviewing audit reports of agencies and local governments that have a contract with the Department. The purpose of the review is to ensure that the audits are in compliance with the applicable OMB circular. Other functions include performing audits for the Department, and performing audit monitoring and resolution functions for agencies with contracts with the Department.

Communications Services supports the Department by communicating its programs and policies to staff, the media, the public and other governmental agencies, both State and federal.

General Counsel provides legal representation for the Department of Social Services and its employees including defense, advice, assistance and protection. It also provides representation against legal challenges presented by sources who complain about implementation of rules and laws implemented by the Department.

Licensing and Child Care Registration develops and maintains regulations for all programs required to be licensed, and conducts site visits to insure adherence to regulations. It also registers all family day care homes that request registration.

Rate Setting establishes per diem rates for 24-hour substitute care providers in programs such as residential treatment facilities, independent and transitional living programs, private foster care providers, and therapeutic care providers.

Civil Rights functions, as required by federal legislation, are to ensure equal delivery of services, and equal employment opportunities throughout the Department of Social Services and its contractors and subcontractors.

Fiscal Services provides fiscal and related management support services to the Office of the Secretary and the entire Department. Functions include financial management, payment management, payroll and purchasing.

Human Resources administers and coordinates human resources programs throughout the Department by providing consultative and technical services concerning laws, policy rules and regulations. This section also directs and manages the human resources program for the Executive Office of the Secretary and the Office of Management and Finance in the areas of pay administration, classifications and evaluations, equal employment opportunity and affirmative action, benefits, recruitment, employee relations, and performance evaluations.

Planning and Budget performs and coordinates functions related to budget, strategic planning, policy formulation and issuance; rulemaking, program evaluation and research, legislative tracking, special studies, and related activities. Planning and Budget also serves as the clearinghouse for planning, policy and evaluation data; reviews and analyzes state and federal legislation and regulations; and prepares position papers and special studies and reports relative to the programmatic and administrative responsibilities of the Department.

Information Services provides computer support to all the offices within the Department of Social Services and computer support, except applications development, to the Department of Health and Hospitals, as well as a dedicated data line connecting the Department of Public Safety to the Division of Administration for the LSU Health Care Services Division. The division works closely with data processing users on new and revised legislative programs to incorporate computer processing to implement, control and manage federal and state historical, statistical and financial information. In addition to data processing, technical support services are provided to all of the users of the computer programs maintained by the section.

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2001-2002. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

This program receives Tobacco Settlement funds. These funds are transferred to the Department of Education to be utilized for the Starting Points Educational Program. Performance information concerning this issue can be found in the Department of Education, Agency 19D-681 Subgrantee Assistance, Program A, Disadvantaged or Disabled Student Support, in Objective 3.

1. (KEY) To provide a supervisory management support system to assure compliance with laws and regulations governing the department.

Strategic Link: This objective is to accomplish Strategic Objective I.2 under Program 1: To provide a supervisory management and support system including appeals, audit, communication services, and general council to assure compliance with laws and regulations governing the department through June 30, 2003; and Objective I.2 under Program 1: To provide a management support system including civil rights, fiscal services, human resources, information services, and planning and budget, to assure compliance with laws and regulations governing the department through June 30, 2003.

Louisiana: Vision 2020 Link: This objective contributes to Objective 1.8: To improve the efficiency and accountability of government agencies.

Children's Cabinet Link: Not applicable

Other Link(s): This program receives Tobacco Settlement Funds. These funds are transferred to the Department of Education to be utilized for the Starting Points Educational Program. Performance information concerning this issue can be found in the Department of Education, Agency ID: 19D-681 Subgrantee Assistance, Program A: Disadvantaged or Disabled Student Support, (KEY) objective number three (3).

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 11 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
S	Number of appeals received and processed	7,000	9,215	7,500	7,500	8,000	8,000 ²
K	Number of internal audits performed	22	30	22	22	16	16 ²
S	Number of internal audit follow-ups performed	6	10	6	6	6	6 ²
S	Percentage of favorable decisions	Not applicable ¹	92.8%	98.2%	98.2%	96.0%	96.0% ²

¹ This performance indicator did not appear under Act 10 of 1999 and therefore has no performance standard for FY 1999-2000.

² Figures in the Recommended Budget Level column reflect proposed performance standards at a continuation level of funding. The Department of Social Services will, after sufficient time for analysis of the recommended budget, request an amendment to the General Appropriations Bill to modify the proposed performance standards.

GENERAL PERFORMANCE INFORMATION: DSS OFFICE OF THE SECRETARY, EXECUTIVE AND ADMINISTRATIVE SUPPORT

PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00
Budget	\$60,734,133	\$59,392,371	\$29,164,334	\$29,241,460	\$31,169,263
Staff	422	411	349	346	346
Communication Services					
News Releases	37	30	30	45	35
Public Service Announcements	37	14	14	23	10
General Counsel					
Lawsuits handled/processed	585	610	476	992	836
Legal opinions	Not available	Not available	1,596	4,923	6,932
Civil Rights					
Percentage of Title VI and Title VI discrimination complaints investigated	Not available	Not available	Not available	100%	100%
Percentage of Title VI and Title VIII discrimination complaints investigated	100%	100%	100%	100%	100%
Percentage of Title VI Food Stamp Program compliance reviews conducted	100%	100%	100%	100%	100%
Percentage of Title IV and Title VII discrimination complaints resolved	100%	100%	100%	100%	100%
Percentage of Title VI Food Stamp Program Compliance Review audit findings resolved	100%	100%	100%	100%	100%
Planning and Budget					
Policies completed	13	12	10	10	12
Special studies and reports completed	21	30	63	55	35
Human Resources					
Disciplinary actions taken	6	9	2	7	6
Information Services					
Electronic benefit transfers per month	Not available	Not available	Not available	227,871	232,447
Average jobs scheduled monthly, updating line systems, producing payments, medical cards and mandated reports, etc.	63,064	48,000	57,400	45,758	33,120
Number of calls to the user support telephone	8,000	10,000	12,500	16,500	10,896
User-IDs under the Resource Access Control Facility (RACF) (statewide)	11,400	11,500	11,000	11,035	11,950

2.(KEY) To evaluate all licensed child care and adult care facilities to determine adherence to licensing regulations.

Strategic Link: This objective is to accomplish strategic Objective I.1 of Program 2: *To visit 100% of all licensed child care and adult care facilities that require licensure, all new applicants for licensure, and all facilities against which complaints have been lodged on a statewide basis through June 30, 2003, to determine adherence to licensing regulations.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND	ACTUAL	ACT 11	EXISTING	AT	AT
		PERFORMANCE	YEAREND	PERFORMANCE	PERFORMANCE	CONTINUATION	RECOMMENDED
		STANDARD	PERFORMANCE	STANDARD	STANDARD	BUDGET LEVEL	BUDGET LEVEL
		FY 1999-2000	FY 1999-2000	FY 2000-2001	FY 2000-2001	FY 2001-2002	FY 2001-2002
S	Percentage of facilities licensed	100%	96%	100%	100%	100%	100% ²
K	Number of child class "A" day care programs licensed	1,587	1,411	1,627	1,627	1,452	1,452 ²
K	Number of child class "B" day care programs licensed	505	462	583	583	466	466 ²
K	Number of other facilities licensed	1,614	1,224	1,614	1,614	1,236	1,236 ²
S	Number of on-site visits conducted	12,744	6,132 ¹	8,913	8,913	7,107	7,107 ²
S	Number of follow-up visits conducted	7,623	2,976	3,200	3,200	2,990	2,990 ²

¹ A change was made in the method used to count visits in FY 1999-2000, thus resulting in lower numbers.

² Figures in the Recommended Budget Level column reflect performance standards at a continuation level of funding. The Department of Social Services will, after sufficient time for analysis of the recommended budget, request an amendment to the Appropriations Bill to correct the performance standards.

GENERAL PERFORMANCE INFORMATION: FACILITY VISITS					
PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1995-96	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00
Number of new facilities visits conducted	510	150	292	513	399

RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1999 - 2000	ACT 11 2000 - 2001	EXISTING 2000 - 2001	CONTINUATION 2001 - 2002	RECOMMENDED 2001 - 2002	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$6,245,427	\$6,723,888	\$6,503,888	\$6,547,540	\$6,372,682	(\$131,206)
STATE GENERAL FUND BY:						
Interagency Transfers	22,903,885	22,298,448	22,860,448	24,220,381	23,968,142	1,107,694
Fees & Self-gen. Revenues	398,182	518,432	518,432	518,432	506,758	(11,674)
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	0	0	0	0	0	0
TOTAL MEANS OF FINANCING	\$29,547,494	\$29,540,768	\$29,882,768	\$31,286,353	\$30,847,582	\$964,814
EXPENDITURES & REQUEST:						
Salaries	\$12,823,677	\$11,321,004	\$11,608,004	\$11,925,512	\$11,752,429	\$144,425
Other Compensation	45,761	61,143	61,143	61,143	61,143	0
Related Benefits	2,399,840	2,251,868	2,306,868	2,335,144	2,313,992	7,124
Total Operating Expenses	11,799,502	12,908,274	13,053,274	13,876,240	13,698,232	644,958
Professional Services	0	0	0	0	0	0
Total Other Charges	2,175,694	2,619,479	2,474,479	2,709,314	2,642,786	168,307
Total Acq. & Major Repairs	303,020	379,000	379,000	379,000	379,000	0
TOTAL EXPENDITURES AND REQUEST	\$29,547,494	\$29,540,768	\$29,882,768	\$31,286,353	\$30,847,582	\$964,814
AUTHORIZED FULL-TIME EQUIVALENTS: Classified	345	290	303	303	297	(6)
Unclassified	4	3	3	3	3	0
TOTAL	349	293	306	306	300	(6)

SOURCE OF FUNDING

This program is funded with State General Fund, Interagency Transfers and Fees and Self-generated Revenue. Interagency Transfers are received from the other three agencies in the Department for indirect costs allocated to them, and for supplies from the DSS warehouse; from various agencies in the Department of Health and Hospitals for supplies, and from the LSU, Health Care Services Division for data processing services. Self-generated Revenues are received for licensing fees and the sale of licensing manuals.

ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
\$6,723,888	\$29,540,768	293	ACT 11 FISCAL YEAR 2000-2001
			BA-7 TRANSACTIONS:
(\$220,000)	\$342,000	13	Transfer State General Fund from the Office of the Secretary to match Federal Funds in the Office of Family Support Administration Program to be interagency transferred back to the Office of the Secretary to fund 13 restored positions
\$6,503,888	\$29,882,768	306	EXISTING OPERATING BUDGET – December 15, 2000
\$0	\$133,437	0	Annualization of FY 2000-2001 Classified State Employees Merit Increase
\$0	\$112,347	0	Classified State Employees Merit Increases for FY 2001-2002
(\$456)	(\$9,485)	0	Risk Management Adjustment
\$0	\$379,000	0	Acquisitions & Major Repairs
\$0	(\$379,000)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$11,138	0	UPS Fees
\$0	\$79,778	0	Salary Base Adjustment
\$0	(\$274,013)	(6)	Attrition Adjustment
(\$130,750)	\$0	0	Personnel Reductions
\$0	(\$151,549)	0	Salary Funding from Other Line Items
\$0	(\$10,456)	0	Civil Service Fees
\$0	\$2,761	0	State Treasury Fees
\$0	\$450,000	0	Other Adjustments - Fund the cost of maintenance contracts for computers, software, and hardware with warranties expiring in FY 02
\$0	\$152,000	0	Other Adjustments - Fund the cost to IBM for software support expenses
\$0	\$75,000	0	Other Adjustments - Increase termination pay for nine additional employees due to retire in FY 02
\$0	\$164,594	0	Other Adjustments - Fund the cost of additional supplies purchased by the Department of Health and Hospitals from the DSS warehouse
\$0	\$25,000	0	Other Adjustments - Fund the cost for payment of "leave" accumulated for an employee with 40 years of service that will be actuarially adjusted based on age
\$0	(\$87,063)	0	Other Adjustments - Reduce operating services to reflect prior year actual expenditures
\$0	(\$34,400)	0	Other Non-Recurring Adjustments - Non-recurring cost to upgrade office computers for the new HR System
\$0	\$325,725	0	Other Technical Adjustments - Adjustment to transfer maintenance from the Office of Family Support (\$233,469), Office of Community Services (\$67,308), and Rehabilitation Services (\$24,948) to the Office of the Secretary, Information Services due to the responsibility for data processing services within the Department lies with Information Services
\$6,372,682	\$30,847,582	300	TOTAL RECOMMENDED

\$0	\$0	0	LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS
\$6,372,682	\$30,847,582	300	BASE EXECUTIVE BUDGET FISCAL YEAR 2001-2002
			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:
\$0	\$0	0	None
\$0	\$0	0	TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE
\$6,372,682	\$30,847,582	300	GRAND TOTAL RECOMMENDED

The total means of financing for this program is recommended at 103.2% of the existing operating budget. It represents 60.9% of the total request (\$50,649,894) for this program. Major changes include a reduction of \$274,013 and three (3) personnel reductions which is offset by the increase of \$450,000 to fund the cost of maintenance contracts for computers, software, and hardware with warranties expiring in FY02. In addition, \$ 325,725 was added for the transfer of equipment maintenance from the other DSS agencies.

PROFESSIONAL SERVICES

\$0 This program does not have funding for professional services

\$0 TOTAL PROFESSIONAL SERVICES

OTHER CHARGES

\$99,871	Training costs for continuing professional education for staff
\$418,415	Legislative auditor allocated expenses
\$1,460,524	Supplies from the supplies warehouse operated by the Office of the Secretary for various Dept. of Social Services and Dept. of Health and Hospitals agencies
\$27,500	Statewide cost allocation plan services contract

\$2,006,310 SUB-TOTAL OTHER CHARGES

Interagency Transfers:

\$425,561	To the Office of Family Support for maintenance of the 755 Third Street Dept. of Social Services headquarters building
\$990	To the Division of Administration for data processing equipment use
\$43,248	To State Civil Service for personnel services
\$20,265	To the Division of Administration for Inspector General cost recovery
\$4,346	To the Division of Administration for the Comprehensive Public Training Program
\$5,925	To the Dept. of the Treasury for bank service charges
\$2,600	To the Secretary of State for microfilming services
\$94,735	To the Uniform Payroll System for payroll processing services

\$17,835	To the Division of Administration for building maintenance
\$3,000	To the Dept. of Transportation and Development for data line circuit access
\$17,971	To the Division of Administration for IBM software support costs

\$636,476	SUB-TOTAL INTERAGENCY TRANSFERS
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\$2,642,786	TOTAL OTHER CHARGES
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ACQUISITIONS AND MAJOR REPAIRS

\$379,000	Funding for the replacement of obsolete and inoperable equipment
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\$379,000	TOTAL ACQUISITIONS AND MAJOR REPAIRS
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